

TransIT



TransIT Services of Frederick County

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Our Services ~ Connecting People & Places

Public Transit

- The Connector Routes operate in Frederick City and urbanized areas of Frederick County serving medical, employment, education, and shopping centers. Six Connector Routes can deviate within a 3/4 mile corridor of the route for passengers who are unable to board the bus at a regular time point because of a disability. The Connector Routes operate Monday—Friday, 5:30 a.m. to 9:30 p.m. (until 9:45 p.m. on Friday) and Saturday 7:30 a.m. to 9:45 p.m.
- Five commuter shuttle routes operate weekdays between Frederick and Brunswick/Jefferson, Emmitsburg/Thurmont, the Route 85/Crestwood Boulevard business corridor, and the Point of Rocks and Frederick MARC stations. The East County shuttle operates on Tuesday and Thursday.

Paratransit

“TransIT-plus” is a demand-response paratransit service for senior citizens and people with disabilities. Other transit-dependent persons may use this service on a space available basis. ADA paratransit is available

for people with disabilities that prevent them from using the Connector Routes.

Commuter Assistance



- TransIT is a member of the Metropolitan Washington Council of Governments’ Commuter Connections Program, the regional rideshare coordinator for the Washington, D.C. area. A computerized car and vanpool matching service is offered FREE to Frederick area commuters.
- TransIT also offers a vanpool incentive program for new vanpools originating or terminating in Frederick County, as well as the Guaranteed Ride Home program.
- TransIT provides information on regional commuter bus and rail service, including MARC commuter rail service to Montgomery County and D.C. and the MTA 991 Commuter bus linking Hagerstown, Myersville, Frederick, and Urbana to Shady Grove Metro Station.
- MDOT’s live traffic cameras of I-70 east and west of I-270 provide commuters with up-to-the-minute traffic information: www.chart.state.md.us/TravInfo/trafficCams.asp.



TransIT

ANNUAL REPORT FOR FISCAL YEAR 2011

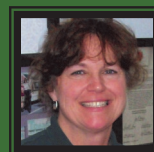
FY 2011 Highlights

- **Record-breaking 835,880 trips provided!**
- **System ridership increased 6.25%.**
- **Point of Rocks Meet-the-MARC Ridership increased 20%.**
- **Awarded 2010 “Best Paratransit System” in Maryland.**
- **Collected \$55,000 in bus advertising revenue.**
- **Google Trip Planner added to website.**
- **Bill Johnson named MD’s 2010 Best Fixed Route Driver.**
- **Drivers of the Year:**



DEVIN NAYLOR

Paratransit:



TRACY CARSON

A Message From the Director

Once again, TransIT ridership has grown at a rate exceeding the national average! With 835,880 trips provided in FY11, TransIT ridership grew by 6.25% system-wide. Connector route ridership increased over 7%, while ridership on similar sized systems decreased nationwide. Shuttle ridership increased by 8%, and the Point of Rocks Meet the MARC shuttle grew by 20%.

TransIT began FY11 by conducting a Customer Satisfaction Survey on Connector buses over a three-day period in July. The survey was distributed on board in both Spanish and English. Results of the survey show our typical rider relies on TransIT as their primary mode to get to work. Almost 60% of Connector riders do not own a car. More than 97% of respondents were pleased with driver courtesy, cost, on-time performance, system safety and security, and vehicle cleanliness. Limited service hours and service frequency were lowest in customer satisfaction.

In September, the Transportation Association of Maryland (TAM) selected TransIT as the “**Best Paratransit System in Maryland**” at their annual convention. We were selected for this honor due to customer service and cost efficiency improvements. In FY 10, we served over 800 more passengers and reduced costs by over \$50,000. For the first time, total operating cost of paratransit service decreased, while ridership increased. These cost efficiencies allowed us to maintain the same level of service in FY11 despite budget reductions.

TAM also selected TransIT driver Bill Johnson as the “**Fixed-Route Driver of the Year.**” Bill was selected based on his outstanding customer service, ability to work as a team player, positive attitude, and professionalism.

In November, TransIT drivers were the first in the State to receive hands-on Emergency Evacuation training through the National Rural Transit Assistance Program. During the

full-day training, smoke machines were used to simulate an engine fire, and drivers had to evacuate “passengers” via emergency exits. Drivers were enthusiastic about the training as their first priority is passenger safety. Drivers and TransIT staff also received training in the spring on *Customer Driven Service*.

TransIT partnered with Google Transit to add our route information to this service. Customers can now use the Google gadget on the TransIT website to plan their trips, including information on walking to and from the bus stop.

This spring, TransIT prepared route changes for the #65 Walkersville Connector to serve the new Clemson Corner shopping center while maintaining existing service. Without incurring additional costs, TransIT adjusted schedule times to accommodate 12 daily stops to the new shopping center.

The Maryland Transit Administration (MTA) conducted a successful Triennial Review of TransIT in FY11. Over 23 different areas are reviewed for program management and compliance with Federal Transit Administration (FTA) and MTA regulations, including Financial and Technical Capacity, Safety and Security, Control over Vehicle Maintenance, and Drug & Alcohol Testing.

Looking forward, TransIT anticipates ridership to continue to grow. In June, average daily Connector ridership grew by 11% with a record-breaking 68,574 passenger trips! As this growth trend continues, TransIT ridership could reach **ONE MILLION passengers by 2015!**

TransIT is safe, affordable and a green alternative to driving. Join us on the way to 1,000,000 riders and see firsthand, **TransIT Connects People & Places!**

Sincerely,

Sherry C. Burford

Sherry Burford, Director



The TransIT Team

Division Director
Sherry Burford

Deputy Director
Nancy Norris

Assistant Director, Operations
Joe Ortega

Operations Managers
Marsha Crum
Dennis Devilbiss

Planner/Project Manager
Carrie Anderson-Watters

Community Relations Manager
Dotty Dalphon

Fiscal Coordinator
Jenn Wilson

Administrative Staff
Victoria Bailey
Teresa Gilbert
Sandy Ruark

Operations Supervisors
Douglas Credle
Cynthia Hendrickson
Sue Thompson

Dispatchers
David Biller
Francis Costanza
Carol Putman
Lecia Young

Drivers
44 Full time drivers
25 Part time drivers

Utility
Tyrone Jackson
Jay Rockenhauser

Frederick County
Fleet Services

Frederick County Board of
County Commissioners

Blaine R. Young
President

C. Paul Smith
Vice President

Billy Shreve

David Gray

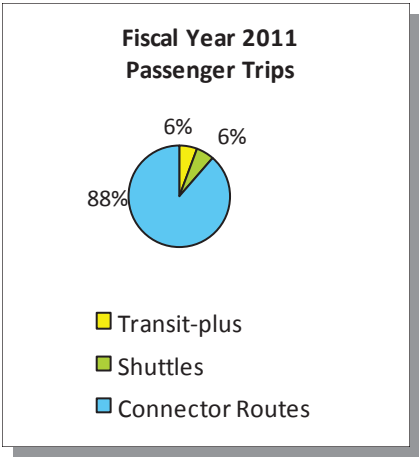
Kirby Delauter

The Year in Review

Ridership

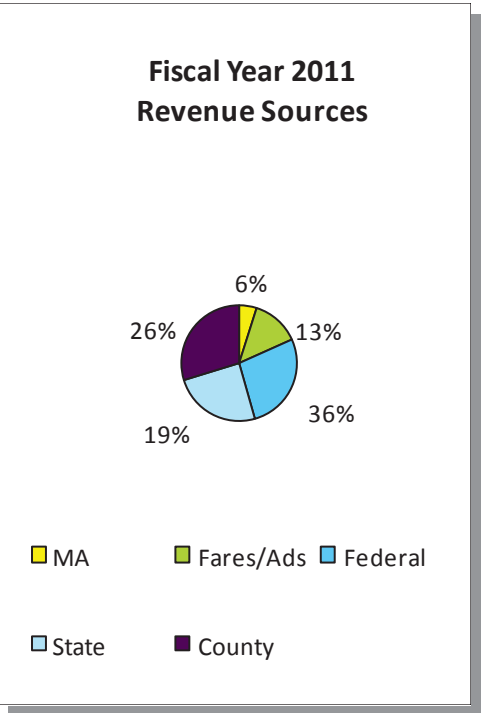
Our FY 2011 system ridership totaled 835,880 one-way passenger trips, a 6.25% increase over FY 2010.

Transit-plus	47,462
Shuttles	47,792
Connector Routes	740,626



Funding

Our FY 2011 operating budget was just over \$5.5 million. Fifty-six percent (56%) of the budget was funded by State and Federal grants. Directly generated funds, including passenger fares, advertising on buses, and Medical Assistance contract revenues accounted for 18% of our budget. County funds provided 26% of the total operating budget.



MA Contract	\$357,889
Fares/Ads	\$694,389
Federal	\$2,009,079
State	\$1,071,744
County	\$1,457,052
Total	\$5,590,153

FY 2012 Priorities

- Complete TransIT parking lot expansion
- Maintain service at current funding levels
- Continue to evaluate cost-saving measures
- Evaluate no-cost route improvements
- Continue to increase fuel conservation through use of hybrid vehicles and operating procedures

Our Fleet



Our vehicle fleet consists of 55 vehicles:
25 lift-equipped transit buses,
25 small buses (23 are lift-equipped),
4 hybrid sedans, and 1 utility vehicle.

Who We Are

The award-winning TransIT Services of Frederick County provides public transit, paratransit, and commuter assistance. Since 2000, TransIT was recognized by the Transportation Association of Maryland:

- “Best Fixed-Route Driver” 7 years
- “Best Paratransit Driver” 5 years
- “Best Fixed Route System” 3 years
- “Best Paratransit System” 1 year

Additionally, TransIT was selected for a special award in 2007 by the Federal Transit Administration for **Success in Enhancing Ridership** and by the Chesapeake Chapter of the Association for Commuter Transportation for **Outstanding Transit Program**.

TransIT is an essential community service that benefits all County citizens by providing access to jobs, shopping, medical, and educational facilities; by reducing auto emissions and traffic congestion; and, by improving the quality of life for the people who use our service and their families.

Public Relations/Outreach

A variety of outreach and marketing activities were conducted throughout the year to increase public awareness of TransIT services:

- We participated in 29 community events that included Bike to Work Day, Car Free Day, Chamber Expo, Dump the Pump Day, Elder Expo, In the Street, Latino Festival, and many more.
- TransIT articles appeared 35 times in local newspapers; advertising appeared on local radio and television, in-print and on-line media. Over \$13,000 of TransIT’s advertising costs were covered via bus ad media trade.
- TransIT Lines, a newsletter for community service professionals and their clients, and F.A.S.T. Notes, a newsletter for commuter options, were distributed quarterly.
- TransIT information is available from the Frederick County Government website, as well as Twitter and YouTube.

The Transportation Services Advisory Council (TSAC), a volunteer committee appointed by the Frederick County Board of County Commissioners, works closely with TransIT to identify transportation trends and issues and to increase awareness of transportation alternatives.

TransIT promotes transportation alternatives as part of our commitment to improve air quality and reduce traffic in the region. TransIT provides information to local employers about programs that will benefit them and their employees. Ninety-five percent (95%) of all businesses in the city are within one quarter mile of a TransIT stop.

TransIT partners with local and regional groups and organizations to promote transit, such as the Frederick Area Committee for Transportation, the Frederick County Chamber of Commerce, the Downtown Frederick Partnership, the Maryland Transit Administration, and the Metropolitan Washington Council of Governments.

New to TransIT’s website is the Google trip planning tool that displays the latest transit information on Google Maps to make trip planning quick and easy. When passengers enter trip starting and ending points, Google Transit provides TransIT stop, schedule, and fare details.

TransIT worked with local employers to promote employee commuter assistance programs. Bechtel, Frederick Memorial Hospital, Life Technologies, and State Farm offer their employees commute options such as flextime, telework, bike racks/lockers/showers, vanpools, compressed workweeks, and ride-matching services. TransIT subsidized six new vanpools traveling to Fort Detrick and FDA, in an effort lessen traffic congestion and improve air quality.

Transportation Services
Advisory Council
(TSAC)

David Lingg - Chair

Rick Stup - Vice Chair

Jack Cash

Patie Elsberry

Jamey George

Sue Hecht

K.R. Marshall

Thomas Massey

Terry Oland

David Schmidt

Ex-Officio Members

Sherry Burford
Director, TransIT Services

C. Paul Smith
Frederick County Commissioner

Tim Davis
Frederick City, Planning and Zoning

Bruce Hojnacki
Maryland Transit Administration

James Hoover
MD Municipal League

Carol Krimm
Frederick City Alderman

Veronica Lowe
FCPS

Eileen Mitchell
Garrison of Ft. Detrick

John Thomas
Frederick County
Community Development

Jonathan Warner
Frederick Area
Committee for Transportation

Audrey Wolfe
Planning Commission